SC DEPARTMENT OF CORRECTIONS

-JOB POSTING NOTICE (EOE)-

OPENING DATE: 11/28/17   CLOSING DATE: UNTIL FILLED

SCDC INTERNAL TITLE: IT SERVICE SPECIALIST III   SCDC POSITION #: 011083

HOURS/WEEKLY: 037.50 SHIFT SCHEDULE: 02 WORK TIME: 0830 AM – 0430 PM

LOCATION: RESOURCE & INFORMATION MGMT – ADMINIST, COLUMBIA (RICHLAND)

STATE JOB TITLE: IT SERVICES SPECIALIST III   STATE JOB CLASS: AM62

PAY BAND/LEVEL: 05 E

BAND: 05   SPECIAL INCENTIVE: NO

HIRING SALARY RANGE: $ 038422 – $ 049591   SCEIS POSITION #:   61020810

MINIMUM AND ADDITIONAL REQUIREMENTS:
A HIGH SCHOOL DIPLOMA AND EXPERIENCE IN OFFICE AUTOMATION
SYSTEMS, DATA COMMUNICATIONS SYSTEM DESIGN, INSTALLATION,
OPERATION, REPAIR, SALES OR MARKETING, OR PROCESSING OF
INFORMATION IN A DATA PROCESSING ENVIRONMENT OR RELATED
SYSTEMS. AN ASSOCIATE'S DEGREE OR A BACHELOR'S DEGREE IN A
RELATED FIELD MAY BE SUBSTITUTED FOR THE REQURIED WORK EXPERIENCE.
FOR THE PURPOSES OF THIS POSITION, RELATED FIELDS INCLUDE COMPUTER
SCIENCE, HEALTHCARE, OR TEACHING. PREFERRED REQUIREMENTS: ASSOCIATE'S
DEGREE AND HIGHER. EXPERIENCE WITH ELECTRONIC MEDICAL RECORDS AND/OR
NEXTGEN A PLUS. MODERATELY COMPLEX KNOWLEDGE OF CAPABILITIES AND
INTRICACIES OF SYSTEMS AND APPLICATIONS. ABILITY TO WRITE AND REVISE
COMPLEX USER DOCUMENTATION, INCLUDING CONVERTING TECHNICAL INSTRUCTION
TO MATERIALS THAT CAN BE UNDERSTOOD BY NON-TECHNICAL PERSONNEL.
ABILITY TO UNDERSTAND AND CARRY OUT MODERATELY COMPLEX TECHNICAL AND
NON-TECHNICAL INSTRUCTIONS AND REQUESTS. ABILITY TO COMMUNICATE IN A
CLEAR AND CONCISE MANNER, BOTH ORALLY AND WRITTEN. ABILITY TO WORK
EFFECTIVELY WITH USERS, VENDORS, AND OTHER IT PERSONNEL.

DESCRIPTION OF DUTIES:
ASSISTS END USERS, IT PERSONNEL, AND STAKEHOLDERS TO ENSURE THAT ALL
HEALTH IT SYSTEMS MEET USERS' NEEDS AND ARE UNDERSTOOD BY USERS,
INCLUDING, BUT NOT LIMITED TO THE: ELECTRONIC HEALTH RECORD, OFFENDER
MANAGEMENT SYSTEM, LAB INFORMATION SYSTEM, PACS SYSTEM, PHARMACY
INFORMATION SYSTEM, AND ALL RELATED INTERFACES.
PROVIDES ADVANCED LEVEL PROBLEM DETERMINATION AND SUPPORT TO USERS OF
SCDC HEALTH IT SYSTEMS BY TROUBLESHOOTING SYSTEM AND USER ERRORS AND
FINDING RESOLUTION. PREPARES USER DOCUMENTATION, INCLUDING USER
MANUALS, AND PROVIDES STAFF TRAINING. TESTS SIMPLE APPLICATIONS AND
WORKS WITH IT PERSONNEL TO ASSES STABILITY AND FUNCTIONALITY OF ALL
HEALTH IT SYSTEMS. SERVE AS BACK-UP TO OTHER HEALTH IT SUPPORT STAFF
MEMBERS IN THE PERFORMANCE OF THEIR DUTIES AND CONTINUE CROSS-TRAINING
SO ALL MEMBERS WILL BE ABLE TO ASSIST WITH ALL DUTIES.
COMMENTS:
PLEASE SUBMIT RESUME WHEN APPLYING FOR THIS POSITION
THIS IS A NEOGOV POSITION APPLY ONLINE @ AGENCY.GOVERNMENTJOB.COM/SC